

**How to use PBT's e-services**

**Company Name:** \_\_\_\_\_ **Account No:** \_\_\_\_\_








**Step 1**

Enter the PBT website at **www.pbt.co.nz**.



**Step 2**

Click on the e-service you require (located at the bottom of your screen).  
For PBtrack enter the reference number (ticket/con note/ff/own) in the field provided, then press 'GO'.

e-service	What it does
	Track progress and confirm delivery of your goods 24-hours a day.
	Order a courier pick-up at the touch of a button.
	Greater accuracy. Faster pick-up/delivery. Full reporting. Enter your freight forward request directly into our distribution system (PBT Couriers only).
	It's easy online - or using a PDF - to complete a range of forms for your day-to-day freight distribution needs.
	*** Coming soon *** Search, view, download, print and receive your account information online.
	Fast. Convenient. Know the price. Order any time and your online label/ticket/PBPak order goes straight into our system for despatch.
	View and update your staff/company information using our secure database.



**Step 3**



A login pop-up window will appear on your screen (if required)\*. In the fields provided enter your login code and password (refer below). If desired, click 'Remember Password' for details to be automatically displayed each time you enter a new session. Then press 'GO' to take you into the selected e-service.

\* Login codes and passwords are only required once per session (ie. while in the same session all e-services can be accessed without re-logging in)

**IMPORTANT: Computer operating settings required for successful online ordering**

e-services are designed for use in Microsoft Internet Explorer 6.0 and above. If your computer uses pop-up window blocking software or IE6 SP2, the pop-up blocking function must be either turned off or have www.pbt.co.nz nominated as a trusted site. For further instructions, click on the FAQs section of the website.

Access Type	Login Code	Password	Access Level
General			Full access, excluding 'labels, tickets and PBPaks' and updating information in 'myPBT'.
Administrator			Full access

**For security reasons, we recommend 'Administrator' access is restricted to senior staff only.**

Login codes and passwords are non-case sensitive.



**Step 4**

Read the instructions and guidelines for the selected e-service.  
Fill in the e-service fields and follow instructions to complete your request.

**Support**

View 'FAQs' and 'Services' sections of the website - or email our web support team on [web@pbt.co.nz](mailto:web@pbt.co.nz).